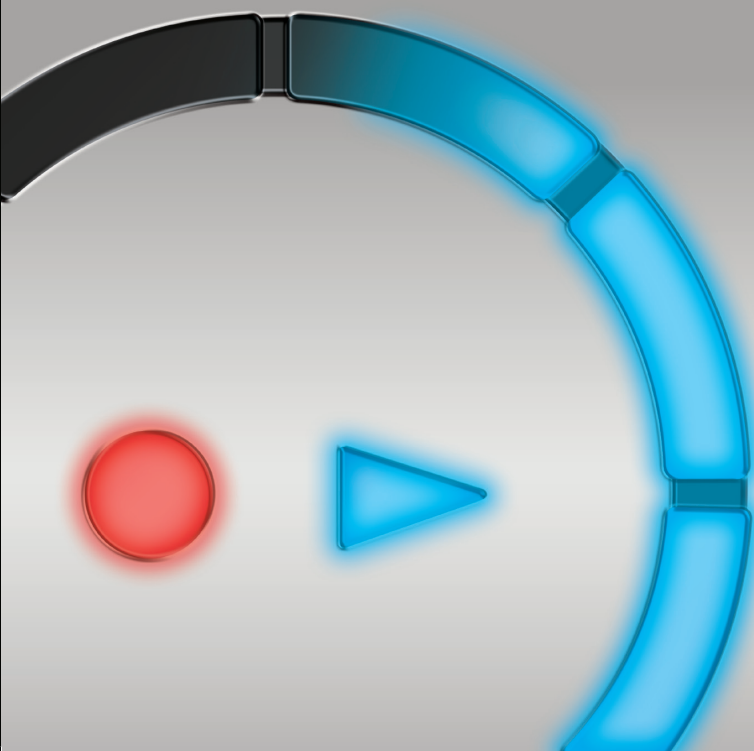# Setting up your Sky⁺HD box

Welcome to Sky+HD. Please follow these four simple steps to set-up your new Sky+HD box.

1. Getting started

2. Connecting your box

3. Updating your Sky+HD software

4. Inserting your viewing card and turning on

5. Setting up your Sky Guide and completing your set-up

Note: These self-help instructions apply only if you are upgrading from a Sky+ box to a Sky+HD box or replacing your Sky+HD box in the same home location.

If you have Sky Multiroom and wish to enjoy your existing Sky+ box in another room please contact us on **08442 41 41 41** as additional wiring and set-up may be required.

A video guide to setting up your Sky+HD box can be found online at **www.sky.com/selfsetup**

2

1. Getting started

Unpack your box and make sure you have received all of the essential components from Sky.

Power cable

Sky⁺HD box

Sky⁺HD remote control
and batteries

Setting up your Sky⁺HD box manual

HDMI cable (essential in order to enjoy HD TV)

8801 Sky Product Guide Self Install HD FINAL AW.indd   4
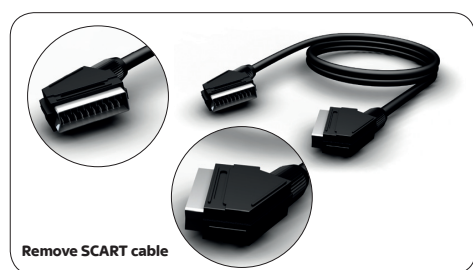
21/02/2011   10:58

Before you set-up your box, please ensure you complete the following:

• Switch off your existing Sky+ box and unplug it from the mains, as well as anything else you may have connected like a DVD player or gaming console.

• Open the front panel of the card slot on your existing Sky+ box and remove the Sky viewing card. Put it in a safe place, you'll need this later.
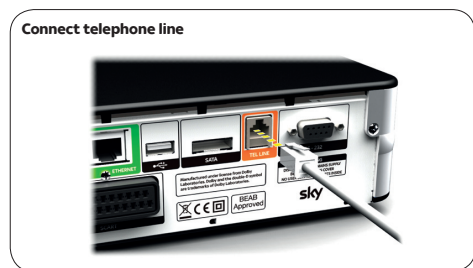

4

2. Connecting your box

Make sure you have room to access the back of your Sky+HD box and TV, and that no cables are pulled out or overstretched.
Once you can reach all of the connections at the rear, unplug and set aside your Sky+ box, replacing it with your new Sky+HD box.
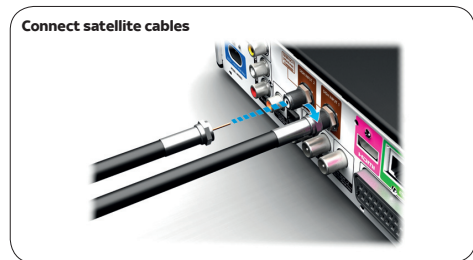
Remove SCART cable

Remove SCART cable

You can remove the **SCART** cable completely from your TV, it will be replaced by your **HDMI** cable.

Connect telephone line

Connect telephone line (orange socket)

Note: Be careful to not insert your telephone line into the **green** Ethernet socket.

This is the existing telephone line that was used to connect your Sky+ box. If this is currently not in place, please ensure you connect a telephone line so that you can activate your viewing card and channels in step 5.

Connect satellite cables

Connect satellite cables (brown sockets)

These are the existing satellite cables that were used to connect your Sky+ box to your satellite dish. It does not matter which satellite cable is connected to **Dish Input 1** or **Dish Input 2**. Ensure you do not bend the copper wire in the middle of these connections and that you screw the satellite cable all the way onto the back of the box until it is secured tightly.

Note: If you have one satellite connection, please refer to the '**I only have one satellite connection from the dish to my box'** in the troubleshooting section at the back of this guide.

5

Connect HDMI cable

Connect HDMI cable (pink socket)

To be able to enjoy TV in high definition you must use your HDMI cable to connect your Sky⁺HD box to your TV.

Note: If you do not have an HD-ready TV you need to connect the scart cable instead.
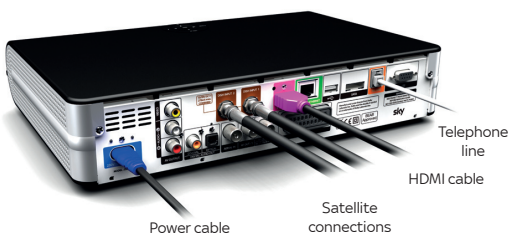
Connect power cable

Connect power cable (blue socket)

Connect the new power cable that came with your new Sky+HD box.

Final set-up

Telephone line

HDMI cable

Satellite connections

Power cable

6

Once you have completed all of the above steps, the connections at the back of your Sky⁺HD box should match the final set-up image.

Connecting other devices

If you want to connect a surround sound system or gaming console to your Sky⁺HD box, please consult the Sky⁺HD user guide.

Remote control

Insert the batteries provided into your new Sky⁺HD remote. Instructions for setting up your Sky⁺HD remote can be found in the Sky⁺HD user guide. Alternatively, you can go to sky.com/remotecontrols, or press Interactive on your Sky remote, select Sky Active, select Help Centre and then select Set Up My Sky Remote and follow the on-screen instructions.

3. Updating your Sky+HD software

Follow the steps set out below to complete the software download. This will ensure you have the most up-to-date version of Sky+HD software.

Switch on your TV and turn your Sky+HD box on at the mains and wait three minutes.

Press and hold the **standby** button on the Sky remote control until the standby light on your Sky+HD box goes red (this may take up to 10 seconds).
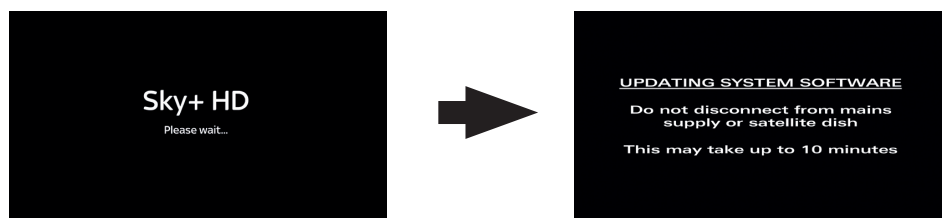

Press and hold the **back up** button on the top of your Sky+HD box and press the **Sky** button on your Sky remote control.

Keep holding down the **back up** button.

7

The **Sky+HD Please wait** message will appear. Wait a few moments and the message **Updating System Software** will appear on screen and all the front panel lights will come on.

Sky+ HD
Please wait...

UPDATING SYSTEM SOFTWARE
Do not disconnect from mains
supply or satellite dish

This may take up to 10 minutes

At this point release the **back up** button.

The software download will take 10 minutes. The box will then go back into standby and the amber standby light will be visible.

Wait for a further 3 minutes.

Press the **Sky** button on the Sky remote control. The download is now complete.

8

4. Inserting your viewing card and turning on

Insert your viewing card into your Sky+HD box ensuring the arrows on the card are facing upwards.

Bring your TV and Sky+HD box out of standby. Press the ⏻ button on the top of your box and ensure the green light is illuminated. This can take up to three minutes.

You may need to use your TV remote (not Sky+HD remote) to **select** the **HDMI input** on your television. Use the **source** button ⊞ to **select** the correct input.
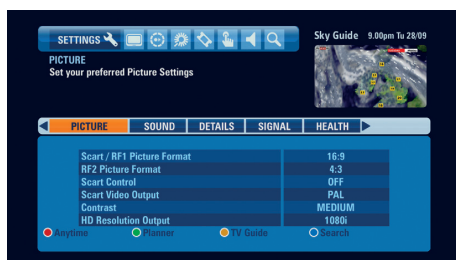
Note: It is possible your TV manufacturer labels the source button differently. Please refer to your TV user manual to confirm the correct button.

Once the TV input is set to **HDMI**, you will see **Sky Intro Channel 998**. If you are receiving the on screen message **'No satellite signal is being received'**, please refer back to step 2, as your satellite connections may not be connected correctly.
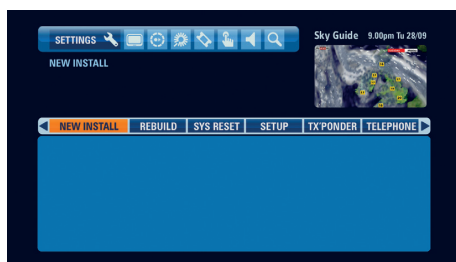
9

5. Setting up your Sky Guide and completing your set-up

As a Sky⁺HD customer you will now have access to the latest Sky Guide making it even easier to navigate, watch and record the programmes you love. For a demonstration on how to navigate around your new TV Guide please visit www.sky.com/hdguide.
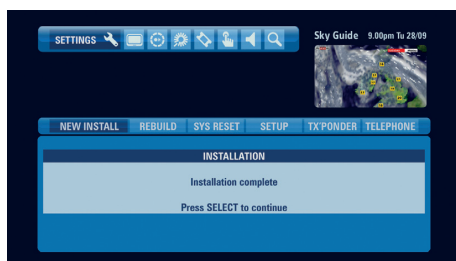
Setting up your Sky Guide

1. Press the **services** button at the top of your Sky⁺HD remote control and press the **right** arrow once to navigate from **options** to **settings**.

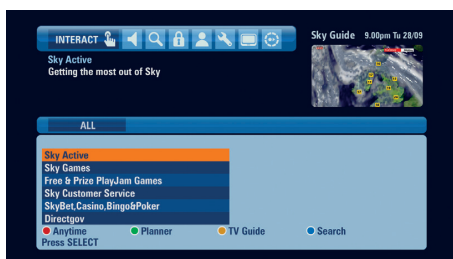   Press **select**, and the tab showing **picture** should now be highlighted.

2. On your Sky⁺HD remote type **0** and then **1** on the numeric keypad, then press **select**, the **set-up tab** should now be highlighted.

   Press **6** on the keypad to navigate to **install** (this changes to **New Install** once selected) and press **select**.
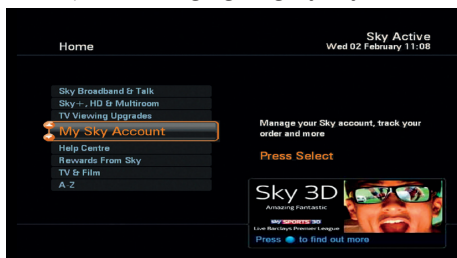

3. Follow the on screen instructions until **Installation Complete** is displayed and press **select** to continue.
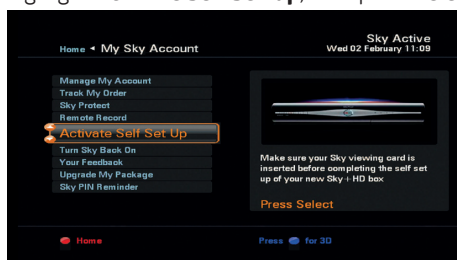
10

Activating your channels

1. Press the **interactive** button at the top of your Sky+HD remote control. Highlight **Sky Active** on the menu, then press **select**.
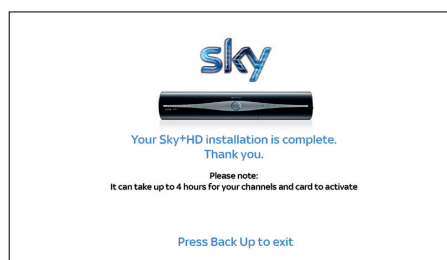

2. Scroll up or down highlighting **My Sky Account** and then press **select**.

3. Highlight **Activate Self Set-up**, then press **select**.

4. Follow the on-screen instructions to complete your set-up.

Welcome to your
Sky+HD box installation

Please wait...

Activate your channels to
complete your Sky+HD box installation

If you have not yet inserted your existing Sky viewing card into your new
Sky+HD box, please do so now before you proceed.
We will need to go online to complete your Sky+HD box installation,
so please ensure you have your telephone line plugged in.
This is a free call and you will not be charged.

Press Select

Your Sky+HD installation is complete.
Thank you.

Please note:
It can take up to 4 hours for your channels and card to activate

Press Back Up to exit
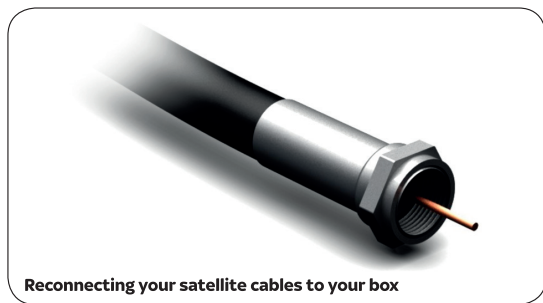
11

Troubleshooting

I'm seeing the 'No satellite signal is being received' message

Check to see if you only have one satellite connection at the back of your box. If so, please refer to the 'I only have one satellite connection from the dish to my Sky⁺HD box' section on page 13.

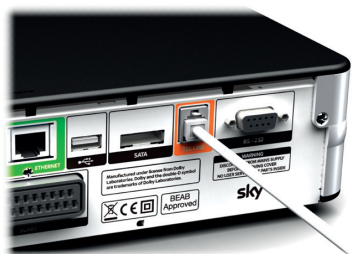If you have two satellite connections, please follow the instructions below.

Checking signal strength and quality

1. Press the **services** button on your Sky⁺HD remote control, then press the **right** arrow to move from **options** to **settings**, press **select**, and the **picture** should now be highlighted. Press **4** on the keypad to navigate to **signal**.

2. If the cables are connected correctly you should see an indication of signal strength and signal quality at **Inputs 1** and **2**.

3. If you do not have any signal strength or quality, switch the Sky⁺HD box and TV to standby, leave for a couple of minutes, then switch all the connected items off and unplug from the mains.

Reconnecting your satellite cables to your box

4. Disconnect and then reconnect the cables coming from your satellite to **Dish Input 1** and **Dish Input 2** (brown sockets) at the back of your box. These are screw connectors; turn clockwise to tighten and anti-clockwise to loosen. Do not bend the copper wire in the middle of the satellite cable and ensure you screw the connection onto the back of the box until it is secured tightly.

5. Plug in and switch all products on again and confirm that the signal test screen shows the correct results by following the instructions in steps 1 and 2 above again.

12

21/02/2011   10:59

Check that your telephone line is connected to the Tel Line socket

I cannot see the 'Installation Complete' message

Press the **services** button on your Sky+HD remote control, then press the **right** arrow to move from **options** to **settings** then press **select**. Press 4 on the keypad to navigate to **signal**, and press **select**. Press **ch-** on your remote to **select** page 2 and check to see if the telephone line is connected.

If the message shows 'Not Connected' switch the Sky+HD box and TV to standby, leave for a couple of minutes, then switch all the connected items off and unplug from the mains. Disconnect and reconnect the telephone line to the socket marked **Tel Line**.

Plug in and switch all attached items on again and confirm that the telephone line is now connected by following these instructions again.

One satellite connection

I only have one satellite connection from the dish to my box

If you only have one satellite connection, please ensure you connect this to **Dish Input 1**.

You will need to activate **single feed mode**. To do this press the **services** button on your Sky+HD remote control then press the **right** arrow to move from **options** to **settings**. Press **select**, and the **picture** should now be highlighted.

On your Sky+HD remote type **0** and then **1** on the numeric keypad at the bottom of the remote then press **select**, and **set-up** should now be highlighted.

Press the **left or right** arrow to change the **single feed mode** to **on**. Press the **green** button to save the new setting.

13

Connecting TV Link

If you want to connect a TV link, you will need to switch the RF power supply to on. To do this press the **services** button at the top of your Sky⁺HD remote control and press the **right** arrow once to navigate from **options** to **settings**. Press **select**, and **picture** should now be highlighted.

On your Sky⁺HD remote type **0** and then **1** on the numeric keypad at the bottom of the remote then press **select**, and the **set-up** tab should now be highlighted. Press 4 on the keypad to navigate to **RF outlets** and press **select**. Press the **down** arrow to navigate to **RF outlet power supply**. Change **RF outlet power supply** to **on** and press the **green** button to save the new setting.

For all other troubleshooting, please refer to the Sky⁺HD user guide or visit www.sky.com/selfsetup.

14

SKY

Believe in better